WHAT IS CLAIMED IS:

1. A method for using real-time communication to obtain products and/or

5 services, comprising the steps of:

launching a real-time chat application on a client device;

logging into the real-time chat application;

wherein logging into the real-time chat application initiates a discovery

operation on the client device;

10 displaying peripheral devices connected to the client device detected by

the discovery operation;

selecting a peripheral device from the detected peripheral devices;

displaying products and/or services for the selected peripheral device; and

obtaining products and/or services for the selected peripheral device.

15 2. A method according to Claim 1, wherein the products and/or services

displayed for the selected peripheral device are provided to the client device by a remote

server.

3. A method according to Claim 1, wherein the products include

consumables for the selected peripheral device.

20 4. A method according to Claim 1, wherein the services include updates

for software on the client device.

5. A method according to Claim 1, wherein the real-time chat application

obtains status information from the detected peripheral devices.

6. A method according to Claim 5, wherein the real-time chat application transmits the obtained status information to a remote server.

7. A method according to Claim 6, wherein real-time notifications based on the obtained status information are generated by the remote server and transmitted to the real-time chat application.

8. A method according to Claim 5, wherein the real-time chat application automatically obtains products and/or services based on the status information.

9. A method according to Claim 1, wherein the discovery operation further comprises detecting peripheral devices connected to the client device via a network.

10. A method according to Claim 9, further comprising selecting a peripheral device connected via a network.

11. A method according to Claim 10, wherein products and/or services are obtained for the selected peripheral device.

12. A method according to Claim 10, wherein the selected peripheral device can be managed remotely.

13. A system for using real-time communication to obtain products and/or services, comprising:

means for launching a real-time chat application on a client device;

means for logging into the real-time chat application, wherein logging into the real-time chat application initiates a discovery operation on the client device;

means for displaying peripheral devices connected to the client device detected by the discovery operation;

means for selecting a peripheral device from the detected peripheral

devices;

means for displaying products and/or services for the selected peripheral

device; and

5   means for obtaining products and/or services for the selected peripheral

device.

14. A system according to Claim 13, wherein the products and/or services

displayed for the selected peripheral device are provided to the client device by a remote

server.

10   15. A system according to Claim 13, wherein the products include

consumables for the selected peripheral device.

16. A system according to Claim 13, wherein the services include updates

for software on the client device.

17. A system according to Claim 13, wherein the real-time chat

15   application obtains status information from the detected peripheral devices.

18. A system according to Claim 17, wherein the real-time chat

application transmits the obtained status information to a remote server.

19. A system according to Claim 18, wherein real-time notifications based

on the obtained status information are generated by the remote server and transmitted to

20   the real-time chat application.

20. A system according to Claim 17, wherein the real-time chat

application automatically obtains products and/or services based on the status

information.

21. A system according to Claim 13, wherein the discovery operation further comprises detecting peripheral devices connected to the client device via a network.

22. A system according to Claim 21, further comprising selecting a peripheral device connected to the client device via a network.

23. A system according to Claim 22, wherein products and/or services are obtained for the selected peripheral device.

24. A system according to Claim 22, wherein the selected peripheral device can be managed remotely.

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